

A L E R T

December 1, 2021

TO: All Providers

RE: New Chatbot Feature Available to Assist Providers with Questions

Alabama Medicaid will implement a new Chatbot feature for providers to use for general questions starting on December 1, 2021. Chatbot is a tool that providers can use 24/7 to obtain assistance with billing and enrollment questions.

The Chatbot will be available on the Medicaid Interactive Web Portal at the following link:
<https://www.medicaid.alabamaservices.org/ALPortal/Account/Secure%20Site/tabId/67/Default.aspx>.

Providers do not have to be enrolled in Alabama Medicaid to use the Chatbot functions.

If you have questions about this feature, please call the Provider Assistance Center at 1-800-688-7989.